

OCD-M77- 326  
29 AUG 1977

STATINTL

MEMORANDUM FOR: Executive Officer, DDA

FROM :



OC-0

SUBJECT : WATS Lines

REFERENCE : DD/A 77-4699

1. Thank you for passing on the comments from the Office of Finance regarding the use of WATS lines. In view of the contention for WATS lines, it is surprising that you haven't received comments from other offices in the DDA.

2. Although it may seem to certain users that we have only two WATS lines for the entire country, we have a total of 24 WATS lines distributed as follows:

2 Zone 0 (480) - Virginia only

5 Zone 2 (482) - 11 surrounding states

17 Zone 5 (485) - all of CONUS except Virginia

If a WATS user dials 482 and gets a busy signal he can then dial 485 and quite often get a free line. This should enable the user to complete his call in a reasonable amount of time.

Users such as the Office of Finance have had particular problems due to the lack of a sufficient number of tie-lines to the main switch as well as getting a busy signal after dialing just "48", even though WATS lines were idle. The tie-line problem was solved by an upgrading of service and the busy signal problem eliminated by adding additional selectors enabling personnel to at least dial the complete WATS code. These actions should have eliminated a certain amount of frustration and should enable users to more often obtain an open WATS line.

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3. You may be interested to know that the total number of phone calls increased 50 percent from May 1976 (before WATS) to May 1977.

May 1976:	WATS-10,416	Non-Pubs-8,815	Operator Assisted-1,820	
				Total 21,051

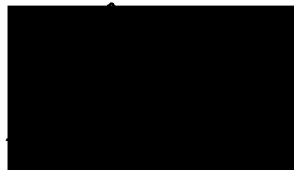
May 1977:	WATS-28,645	Non-Pubs-2,048	Operator Assisted-848	
				Total 31,541

During June 1977 the total number of WATS calls increased by 4,838 to 33,483. (Summer vacation planning?)

Virginia only WATS calls went from 951 to 3,723 during the period May 1976-May 1977, a 390 percent increase.

4. We have recently requested control switches from C&P to enable the telephone switchboard supervisor to redirect any of the three WATS circuits to the switchboard. Then, during selected periods, outgoing WATS calls for certain zones must be placed through the operator. By taking this action periodically we can maintain some degree of WATS traffic accountability and discourage the use of WATS for personal calls, especially Virginia calls.

5. Hopefully this somewhat long answer will enable you to give some feedback to those offices in touch with you.



STATINTL

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## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

WATS Lines

FROM

STATINTL

EXTENSION

NO.

Executive Officer/DDA

DATE 29 Aug 77

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. EXO/ODP

30 Aug

GD

Some information on WATS Lines. Thought would be of interest to your office.

2.

3.

4.

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13.

14.

15.

EXO	_____
D/ODP	_____ <i>ADM</i>
<del>A/CMS</del>	_____
C/P&PG	_____
C/P&BG	_____
SO	_____
C/AS	_____
B&F	_____
SB	_____
JR	_____
JS	_____
RW	_____
<i>W.C.</i>	_____

STATINTL

please make copies  
for all ODP components  
Done 8/30 *GD*